



**DALCOUR
MACLAREN**

COVID-19 Business Continuity Plan

The ownership of this Business
Continuity Plan is the CVE Group

Revision: 26

Date: 17 January 2022



COVID-19 Business Continuity Plan

17 January 2022

1. Aim

As a people and service business, our priority is to minimise infection risk for all employees and clients, whilst ensuring our clients receive a consistent and high standard of service. Consequently, our primary focus is to:

- Demonstrate social responsibility
- Protect the health and welfare of our People, their families and our Clients and project stakeholders
- Ensure business sustainability

2. UK Current Position

Government advice is to:

- Get tested regularly and self-isolate if necessary (see part 3)
- Get vaccinated, including boosters
- Use the NHS Covid-19 app
- Wear a face covering where required (e.g. public transport)
- Improve ventilation indoors or meet outside
- Maintain good personal hygiene, including regular hand washing
- Stay home when unwell (for other illnesses including the common cold)
- Consider limiting close contact with people you do not live with

In Summer 2021, most legal restrictions ended, removing social distancing and restrictions on social contact in England. **However, it was stressed that the pandemic is not over, and that this step did not mark the end for the need of caution, particularly over the winter period**

From 13 December 2021, the Government requested that people work from home where it is possible for them to do so. As a result, Dalcour Maclaren has updated guidance on the usage of company offices, details of which are in section 5.

The Government's plan for its autumn and winter 2021 Covid-19 response can be found [here](#). Further detailed information on the restrictions can be found [here](#).

[Northern Ireland](#), [Wales](#) and [Scotland](#) have similar measures , details of which can be found by following the respective links. The requirement to socially distance at least 2 metres is in place in Northern Ireland.

3. Symptoms & Testing

a) Symptoms

If you develop the following symptoms, [arrange a PCR test](#) as soon as possible and do not leave home for ten days from when symptoms began, except to visit a Covid-19 test centre or additional limited exceptions. Anyone living with a person who develops these symptoms or tests positive may be required to [self-isolate](#). Tests can also be arranged through the NHS Covid-19 app.

Do not visit a GP surgery, pharmacy or hospital unless more serious medical attention is required.

The typical Covid-19 symptoms are:

- A high temperature
- A new, continuous cough
- A loss of, or change to, your sense of smell or taste

If a test returns a positive result, isolation must continue for a five-day period. If after those five days you test negative with lateral flow tests on days five and six, self-isolation can end after the sixth day's negative test. If symptoms begin during self-isolation, this process restarts from the day symptoms began. Further information on self-isolation can be found [here](#); further information on negative test results can be found [here](#).

Anyone instructed to self-isolate by NHS Test and Trace must do so.

Appendix A explains Dalcour Maclaren's process for those who have come into contact with someone who has tested positive for Covid-19, exhibits Covid-19 symptoms or has themselves tested positive.

Guidance for travellers arriving from abroad in England can be found [here](#), with links to information for Northern Ireland, Wales and Scotland.

DM encourages its staff to accept a Coronavirus vaccine and boosters when an offer is made.

b) Test and Trace

DM requires all staff to use the [Government's Test and Trace app](#) (England and Wales) which can be used to check symptoms, book tests, check-in to venues, including DM offices and check local coronavirus alerts and advice. Other apps are available in [Northern Ireland](#) and [Scotland](#).

Staff are also required to use the company booking system to ensure office capacities are not exceeded, and to assist with Dalcour Maclaren's internal tracing system.

Staff must follow **Appendix A** if contacted by NHS Test and Trace or DM Compliance team.

c) Covid-19 testing protocol

As the governmental workplace testing scheme has ended, staff are responsible for sourcing their own lateral flow tests online or from their local pharmacy

All staff are required to test themselves daily if they are attending a face-to-face meeting in a company or client office, or on site, by following the process in **Appendix F**. You must test the morning of and prior to a face-to-face meeting. LFTs give a result in half an hour and are for use only where no symptoms are present. If an LFT gives a positive result, self-isolation must commence as above, and **Appendix A** followed. [PCR tests](#) should be used where any symptoms are present. If in any doubt, staff should contact the DM Compliance team for advice.

When notifying the NHS of your LFT result, please give The Unique Organisation Number, **50746205**. You may also be asked to include the testing site ID, which should be your main office.

4. CVE Group & Structure

In March 2020, DM established a COVID-19 Exec Group ('CVE Group') comprising the full Executive Board (Exec), the Performance Director, the People Director and Compliance Team whose role is to specifically manage the business through these evolving circumstances.

- The CVE Group review the Business Continuity Plan regularly and update the plan as and when necessary; with the CVE Group comprising the full Executive Board, the Performance Director, the People Director and Compliance Team;
- Following this meeting, updates are given to all staff members as and when appropriate;
- All communication with regards to COVID-19 will follow the key stakeholder structure as set out below:



- Each of the office leads have a deputy appointed who can step in should they fall ill. If any of the Exec fall ill, they will be backed up by the Performance Team.

5. DM Approach

DM's approach under the circumstances is set out below:

a) Exposure to COVID-19

If a DM employee either contracts COVID-19 or comes into contact with someone who has contracted COVID-19 (which includes notification via Test and Trace), then the process set out in **Appendix A** must be followed.

Staff should not attend company offices if anyone in their household has Covid-19.

b) Offices

Since 13 December 2021, all offices have been open for purposes listed below, though staff are advised to work from home where possible. Staff are to remain contactable between 0900hrs – 1730hrs Monday to Friday to respond on project and company matters.

Offices will be open for:

- 121's or PDP's
- Printing and postage
- Collaborative working and training in small groups - We recommend that teams identify one or two days in the week when they arrange to meet in the office
- On-boarding
- Small meetings
- HR Matters
- Those who cannot work from home effectively

Attendance at the offices remains subject to adhering to the remaining mitigation measures in place, including DM's office booking system, desk wipes and hand sanitation. It is essential to ensure office spaces are well-ventilated wherever possible. Use of offices must be in line with office guidance and risk assessments.

- c) **Site Visits & External Meetings:** In the event that clients ascertain that a site visit is required, staff should follow DM's '*COVID-19 External Meetings & Site Visit; Risk Assessment Process*' as set out at **Appendix B**. In addition, any site visit must adhere to the 'Covid-19 Risk Assessment associated with site visits, site meetings and door knocking' found in **Appendix D**.

The process provides clarity associated with meetings and site visits. As a summary the following should be considered:

- All staff to consider their own health prior to any meetings to confirm no COVID-19 symptoms. Staff also to consider whether they have been in contact with other persons who may have shown symptoms or travelled to high-risk areas.
- Staff should try to avoid regional travel where possible and utilise staff living within the locality of the work
- Undertaking prior checks with meeting attendees to confirm if they are not included in high risk categories, are not exhibiting any symptoms and are willing to meet.
- Ensuring cleanliness and hygiene guidelines are followed prior to any meeting, to include washing of hands with soap and water.
- At any meeting, social distancing to be maintained, no food or beverages to be offered or accepted. Meetings to be held outdoors where possible.
- Hands to be washed in soap and water on leaving the meeting.
- Staff to carry letters confirming their critical worker status.

d) **Unannounced site visits**

Unannounced essential site visits, in the form of door knocking and letter drops, may take place, subject to (1) prior client approval and (2) adherence to the control measures set out in **Appendix C**.

e) **Travel**

Staff should take reasonable precautions when travelling, especially on public transport where masks are mandatory.

f) **Staying away from home**

Where employees are required to stay away from home, accommodation may be sought in line with the Staff Handbook. In addition, [Government advice](#) must also be followed. Employees must adhere to all COVID-19 related measures put in place by the accommodation provider.

g) **Communication:**

Dalcour Maclaren remains fully open for business and will be maintaining the same high level of service to our clients.

Professional Services and Growth Leads are to provide updates to the CVE, to include:

- Sharing opportunities and innovation
- Client updates
- Workload risks and issues
- Staff matters

Office Leads are responsible for:

- Managing and reporting office related issues
- Managing occupancy of offices in accordance with the BCP and office guide
- Office security

j) **Systems**

- Phones – To simplify collaborative working, our cloud-based telephone system is now integrated with Teams, so that Teams can be used for all internal and external communication.
- All other systems, including CONNECT and Workday will remain accessible as usual.

k) **Hygiene**

- All staff are requested to follow NHS / PHE hygiene guidelines found [here](#).

6. Staff Numbers

- **Leads** - All Heads (i.e. Head of Sectors, Head of Professional Services, Heads of Corporate Services and Client Leads) need to have a clear second in command who is briefed and able to take up the head role should the acting head be unwell;
- **Updates** - HR will provide the Exec with a daily update of numbers of staff working or unwell;
- **Client Updates** – Clients will be informed about any members of DM staff/subcontractors that we are aware of that have any of the COVID 19 symptoms and who will be isolated as per the NHS / PHE instructions.

7. Communication to Clients

- **Updates to Clients** - Regular updates to clients will be given to ensure that DM can fulfil its contracts and maintain service levels required; specifically, this plan shall be published on the DM website;
- **Updates from Clients** - Updates will be required from clients as to how they are dealing with COVID-19 and this will feed into the daily update call. Specifically, client advice will be sought to ascertain which site activities are considered absolutely necessary, if any.

8. Suppliers

- **Continuity** - All Leads must identify the suppliers we are reliant upon (e.g. Bluecube, sub-contractors, Access, Triad etc.) and make sure they have a business continuity plan in place and that they are kept updated with any changes which will have an impact on DM.

9. Next Steps

- The CVE Group is reviewing how COVID-19 related ongoing risks will impact on the company running and day to day activities in the short, medium and long term. The CVE will continue to review Government advice alongside ongoing reviews of company operations.

Notes

The above information is subject to Government guidance and this plan will be reviewed regularly to ensure that any updated Government guidance is followed.

The ownership of this Business Continuity Plan is the CVE Group.

This Business Continuity Plan will remain under review.

Revision – 17 January 2022

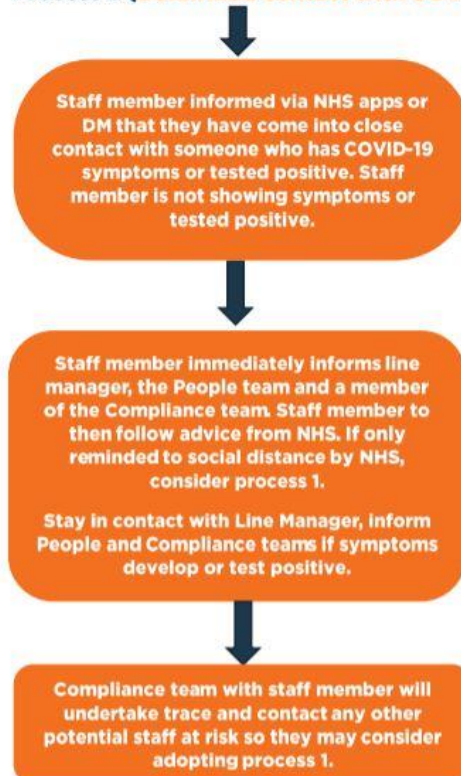
Appendix A:

Exposure to COVID-19 Actions for DM staff

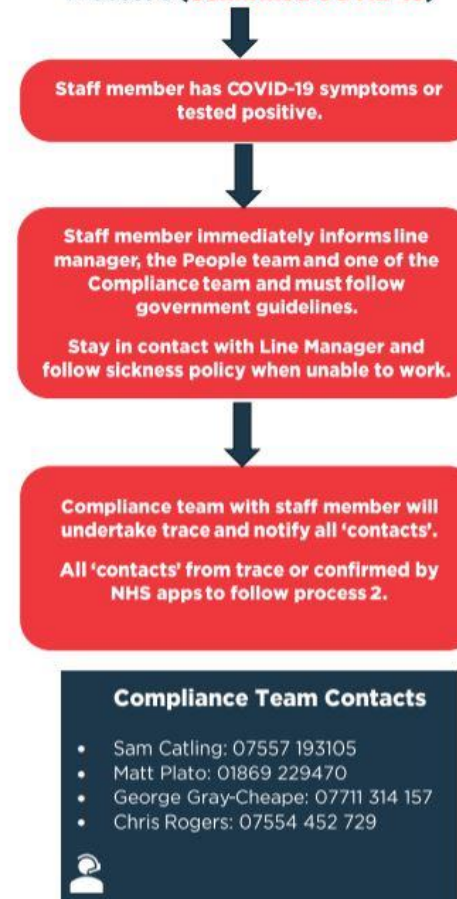
Process 1 (Unconfirmed Contact with COVID-19)



Process 2 (Confirmed contact with COVID-19)

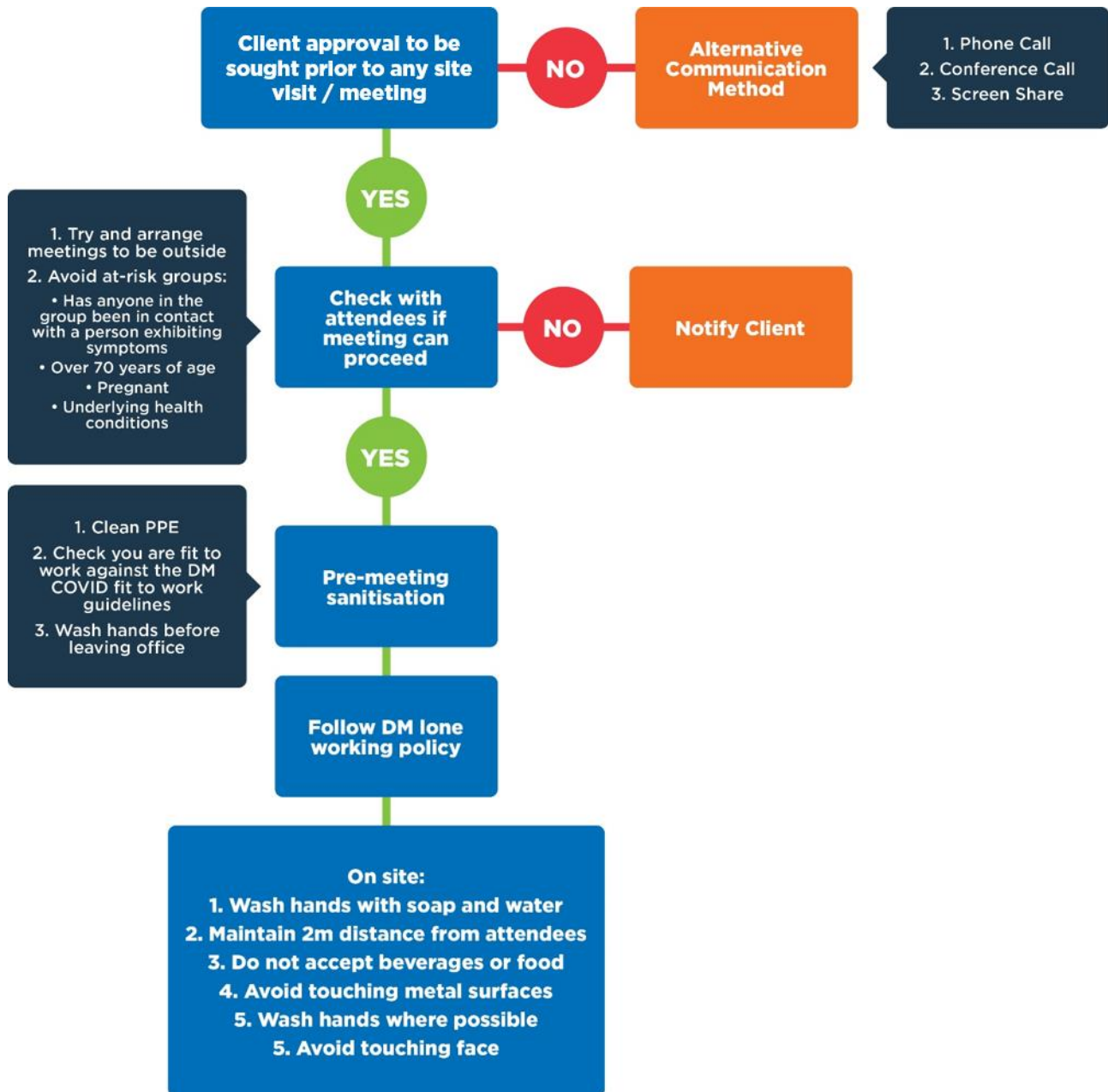


Process 3 (Confirmed COVID-19)



Appendix B:

COVID-19 – External Meetings & Site Visits: Risk Assessment Process



Appendix C:

Unannounced Site Visits

Prior to any unannounced site visits, both client approval and line manager approval is to be sought. If approval is forthcoming, the following control measures should be followed as a minimum in addition to any specific measures the client may request.

Door knocking control measures

- Always attempt to arrange visits wherever possible first i.e. via mail, email or call
- On arrival to a resident's property, knock/ring the door and step 2 metres back from the entrance. All personnel must have ID visible
- When the door is answered politely explain the purpose of your visit and the control measures you will follow. If entering the property is permitted checks must be made first to ensure that no one in the property has symptoms or is shielding. If someone does have symptoms or is shielding due to vulnerability risks, then the resident's property is not to be entered
- Personnel are to confirm to the resident that they also do not have any symptoms
- Consider the option of any meetings being conducted outside to greatly minimise any risk
- Always maintain the 2-metre distancing rule wherever possible and avoid being face to face if within 2 metres
- Minimise contact with any touchpoints i.e. door handles and furniture wherever possible and avoid any physical contact like shaking hands and, sharing pens
- Wash your hands or use hand sanitiser regularly. Always keep hand sanitiser with you when visiting a resident's property
- If a resident requests that you wear a face mask and/or gloves, politely do so. Ensure you always have availability of masks and gloves
- If inside and if possible, request a window is opened in the area you need to work

If at any time a resident feels uncomfortable in engaging due to the risk, do not proceed or put any pressure on them and leave the property immediately. In this instance it would be appropriate to ask for a suitable contact number or e-mail address to hold follow up comms.

Letter Dropping Control Measures:-

If you need to enter a resident's property for the purposes of posting information i.e. letter drops the following is to be adhered to:

- Always wear visible DM branded clothing and have your ID badge visible and any client ID badge where provided
- Avoid touching anything as you approach the property where possible

- Place any information through a letterbox again avoid touching anything where possible
- If you are approached by a resident maintain a 2-metre distance and politely explain your purpose
- If a resident raises any concerns do not proceed any further and leave the property
- Always have hand sanitiser available and use it regularly

Appendix D:

Covid-19 Risk Assessment associated with site visits, site meetings and door knocking

Company Name: Dalcour Maclaren

Covid-19 background information

- The following risk assessment has been compiled based on government guidance from Public Health England, the HSE and the World Health Organisation to reduce or eliminate the risk of spreading or contracting the Coronavirus (C19).
- Those that this risk assessment apply to that may be at risk include individual employees and contractors, persons with underlying health conditions or those shielding (clinically extremely vulnerable) and members of the public.
- The risk category is the level of risk that remains *after* the stated controls are in place or are followed: Low Risk (acceptable/tolerable level of risk), Medium Risk (considerable care must be taken and despite the controls the risk may still remain), High Risk (unacceptable level of risk, further controls are required).
- This risk assessment applies to all DM personnel who may interact with members of the public, clients and / or their Contractors or Subcontractors.
- All employees are to review and adhere to the requirements where they are applicable. If an individual does not feel comfortable undertaking aspects of the assessment, please discuss this with your line manager in the first instance.

Please note- Government guidance is to be adhered to in the first instance therefore controls within this assessment may be subject to change in accordance with government guidelines or requirements

Date: July 2021

Location: All offices

Review Period: 1 year

Date of Next Review: As necessary, pending changes in Covid-19 situation

Assessor Name: Matthew Plato

Position: Compliance Coordinator

Signature:



No	Activity	Who is at risk? (see below)	Hazards associated with activity	Unmitigated Risk level L/M/H (see HSP1)	Control measures in place to achieve the residual risk (RR). These must be L or M for the activity to be permitted.	Additional Control Measures that are, or could be needed to reduce the risk to an acceptable level
1	Driving	a, b	Sharing of vehicles resulting in virus transmission	H4 * L3 = 12 (M)	If you have no option but to share a vehicle ensure you only do so with the same people, sit as far apart as possible, avoid being face to face and keep windows open. Clean shared vehicles regularly and provide hand sanitiser for you and your passengers. RR: H4 * L2 = 8 (L)	Follow DM testing and hygiene requirements
2	Public transport	a, b	Risk of virus transmission from 3 rd parties either directly or from touching surfaces touched by others carrying the virus	H4 * L3 = 12 (M)	When using public transport, follow the local area guidance measures in place RR: H4 * L2 = 8 (L)	Follow DM testing and hygiene requirements
3	Parking	a, b	Coming into potential contact with another person.	H4 * L3 = 12 (M)	Where this is not possible try and leave sufficient space between vehicles. All vehicles to be reverse parked unless in exceptional circumstances RR: H4 * L1 = 4 (L)	Follow DM testing and hygiene requirements
4	Public abuse	a, b, d	There have been a number of reports across the industry of telecoms engineers and representatives being threatened due to either concerns from members of the public regarding C19 or unrelated and unfounded 5G concerns	H4 * L3 = 12 (M)	Threats or abuse from the public will not be tolerated and in the first instance always avoid any conflict. See DM Conflict Resolution RA. If physical or violent threats are made immediately report to the police. Any damage or tampering with DM or Client's assets are also to be reported to your line manager and potentially to the police. RR: H4 * L2 = 8 (L)	Avoid lone working where possible, and always follow lone working procedures and risk assessments Follow DM testing and hygiene requirements

No	Activity	Who is at risk? (see below)	Hazards associated with activity	Unmitigated Risk level L/M/H (see HSP1)	Control measures in place to achieve the residual risk (RR). These must be L or M for the activity to be permitted.	Additional Control Measures that are, or could be needed to reduce the risk to an acceptable level
5	Pre-arranged and unannounced site visits / interaction with the public	a, b, d	Risk of virus transmission from 3 rd parties either directly or from touching surfaces touched by others carrying the virus	H4 * L3 = 12 (M)	<ul style="list-style-type: none"> - If a visit to the property can be avoided i.e. the arrangements can be made remotely, always do so - When <i>arranging</i> a visit to a property check that no person in the property has symptoms. If someone <i>does</i> have symptoms or is shielding, the property is <i>not</i> to be entered - On arrival to a property, knock/ring the door and step 2 metres back from the entrance. All DM personnel and their representatives must have relevant ID visible - When the door is answered explain the purpose of your visit (again- if a pre-arranged visit) and (only if necessary) enter the property after further checks have been made to ensure that no one in the property has symptoms or is shielding. If someone <i>does</i> have symptoms or is shielding, the property is <i>not</i> to be entered. Be respectful of the current C19 situation and that members of the public may be extremely nervous or concerned to have someone on their property - DM personnel are to confirm to the resident that they also do not have any symptoms and has tested negative - Minimise contact with any touchpoints i.e. door handles and furniture wherever possible and avoid 	<ul style="list-style-type: none"> - Consider the option of any meetings being conducted outside to greatly minimise the risk <p>Follow DM testing and hygiene requirements</p>

No	Activity	Who is at risk? (see below)	Hazards associated with activity	Unmitigated Risk level L/M/H (see HSP1)	Control measures in place to achieve the residual risk (RR). These must be L or M for the activity to be permitted.	Additional Control Measures that are, or could be needed to reduce the risk to an acceptable level
					<p>any physical contact like shaking hands and sharing pens</p> <ul style="list-style-type: none"> - Wash your hands or use hand sanitiser often. Keep hand sanitiser with you when visiting a property - If you are requested to wear a face mask and / or gloves, politely do so. Ensure you always have availability of masks and gloves <p>If at any time a third party feels uncomfortable in engaging due to the risk, do not proceed or put any pressure on them and leave the property immediately. In this instance it would be appropriate to ask for a suitable contact number or e-mail address to hold follow up</p> <p>RR: H4 * L2 = 8 (L)</p>	
6	Letter dropping	a, b	Risk of virus transmission from 3 rd parties either directly or from touching surfaces touched by others carrying the virus	H4 * L3 = 12 (M)	<p>If you need to access private property for the purposes of posting information i.e. letter drops the following is to be adhered to:</p> <ul style="list-style-type: none"> - Always wear clearly visible DM branded clothing and have your ID (and client ID where relevant) visible - Avoid touching anything as you approach the property where possible - Place any information through a letterbox again avoiding touching anything where possible - If you are approached by a resident, politely explain your purpose 	<p>Always have hand sanitiser available and use it regularly</p> <p>Follow DM testing and hygiene requirements</p>

No	Activity	Who is at risk? (see below)	Hazards associated with activity	Unmitigated Risk level L/M/H (see HSP1)	Control measures in place to achieve the residual risk (RR). These must be L or M for the activity to be permitted.	Additional Control Measures that are, or could be needed to reduce the risk to an acceptable level
					- If a resident raises any concerns do not proceed any further and leave the property RR: H4 * L2 = 8 (L)	
7	Personnel on site	a, b, d	Risk of virus transmission from 3 rd parties either directly or from touching surfaces touched by others carrying the virus	H4 * L3 = 12 (M)	When visiting site or carrying out work whether with colleagues and/or contractors – ensure current government and local area requirements are followed. RR: H4 * L2 = 8 (L)	Follow DM testing and hygiene requirements
8	Community meetings	a, b, c, d	Risk of virus transmission from 3 rd parties either directly or from touching surfaces touched by others carrying the virus	H4 * L3 = 12 (M)	Where meetings are required, if possible, hold them outside in the open. Whether inside or out ensure social distancing measures continue to be met. If arranging a meeting with residents/parish council convey clear rules of how the meeting will be conducted such as those controls outlined in this risk assessment. RR: H4 * L2 = 8 (L)	Follow DM testing and hygiene requirements
9	Attending other premises (e.g. client offices)	a, b	Risk of virus transmission from 3 rd parties due to unfamiliar building, poor cleaning in external locations, different approaches to Covid-19 handling, poor ventilation, etc	H4 * L3 = 12 (M)	DM staff must request details / a risk assessment for the premises they are attending, and they must adhere to it Follow any measures in place Travel arrangements should be made in conjunction with items 1, 2 and 3 of this risk assessment H4 * L2 = 8 (L)	Report any concerns to the appropriate person (client contact etc) and stop attending if you feel unsafe Follow DM testing and hygiene requirements

No	Activity	Who is at risk? (see below)	Hazards associated with activity	Unmitigated Risk level L/M/H (see HSP1)	Control measures in place to achieve the residual risk (RR). These must be L or M for the activity to be permitted.	Additional Control Measures that are, or could be needed to reduce the risk to an acceptable level
10	Staff develop Covid-19 symptoms (or test positive) prior to an activity (e.g. a site visit) or during an activity, or believed they have had contact with someone with who has tested positive or shown symptoms	a, b	Highly increased risk of virus transmission	H5 * L5 = 25 (H)	DM staff must follow Appendix A within the Business Continuity Plan. If symptoms develop during a visit, staff must end any on-site activity, return home immediately using private transport and follow Appendix A of the Business Continuity Plan. H5 * L2 = 10 (M)	Follow DM testing and hygiene requirements

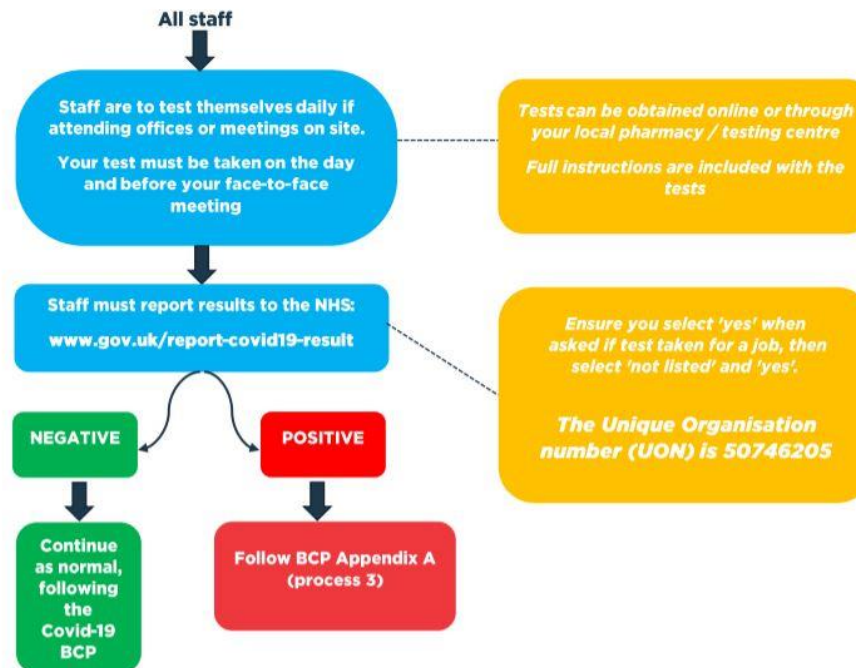
Who is at risk? a= employees, b= new employees / trainees, c= visitors, d= contractors

NB- all incidents, near misses and hazard spots must be reported as a 3i

Appendix E: Removed from issue 23

Appendix F:

Covid-19 testing procedure Actions for DM staff



Central

1 Staplehurst Farm,
Weston on the Green,
Oxfordshire OX25 3QU

T: 01869 352 060

E: info@dalcourmaclaren.com

dalcourmaclaren.com

